

**COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 1997 - JUNE 30, 1998**

1. DEPARTMENT/COURT INFORMATION:

Department: ~~_____~~ Retired & Senior Volunteer Program

Division/Unit: Area Agency on Aging

2. VOLUNTEER PROGRAM BENEFITS:

- a. GENERAL VOLUNTEER (this section should include community volunteer, student intern, groups, corporations, etc.)

No. Vol. 1400 Hours 367,545 x \$ 13.74 = \$ 5,050,068

Types of work performed by GENERAL VOLUNTEERS in this category: community service - patrol, schools hospitals, senior centers

- b. INSTITUTIONAL VOLUNTEER (this section should include court referrals, honor camp inmates, PIC/RETC, GAIN, etc.)

No. Vol. _____ Hours _____ x \$ _____ = \$ _____

Types of work performed by INSTITUTIONAL VOLUNTEERS in this category: _____

- c. SPECIALIZED VOLUNTEERS (this section should include utilization of Special Volunteers in positions requiring specific skills and/or expertise levels, for example, an attorney, physician, sports figure or celebrity. These specialized positions have verifiable compensation levels (VCL). If you have such a volunteer, please indicate the position, hours and compensation level below.

<u>Position</u>	<u>Hours</u>	x	<u>VCL</u>	=	<u>Dollar Benefit</u>
_____	_____	x	_____	=	\$ _____
_____	_____	x	_____	=	\$ _____
_____	_____	x	_____	=	\$ _____
_____	_____	x	_____	=	\$ _____
_____	_____	x	_____	=	\$ _____
_____	_____	x	_____	=	\$ _____

No. Vol. _____ Total Hours _____ Total Value \$ _____

Types of work performed by SPECIALIZED VOLUNTEERS in this category: _____

d. TOTALS OF DEPARTMENT VOLUNTEERS (from above).

<u>No. of Volunteers</u>	<u>Hours</u>	<u>Dollar Benefit</u>
2a: <u>1400</u>	<u>367,545</u>	\$ <u>5,050,068.30</u>
2b: _____	_____	\$ _____
2c: _____	_____	\$ _____

TOTALS: _____	\$ <u>5,050,068</u>
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3. DONATIONS TO VOLUNTEER PROGRAM:

Please list all donations to the department's Volunteer Program including monetary donations and tangible/intangible items. Items such as computers, air time, transportation, books, etc. Please assign a fair market value to each and add to the total value of the donations section.

<u>Item Donated</u>	<u>Value</u>
<u>Volunteer meals (400 x \$3)</u>	\$ <u>1200</u>
<u>meeting space</u>	\$ <u>200</u>
<u>Consultant marketing</u>	\$ <u>200</u>
	<u>1600</u>
	<u>10,850</u>
	<u>\$12,450</u>

<u>Item Donated</u>	<u>Value</u>
<u>Brunch Monetary donations</u>	\$ <u>8000</u>
<u>(auction fundraiser)</u>	<u>2000</u>
<u>Halloween fundraiser</u>	<u>500</u>
<u>T-shirt sales</u>	\$ <u>150</u>
<u>donations - other</u>	<u>200</u>
	<u>10,850</u>

TOTAL VALUE \$ <u>12,450</u>

4. VOLUNTEER PROGRAM COSTS:

- a. Cost of Direct Supervision of Volunteers (total hours of direct supervision times hourly rate of staff person(s) directly supervising program volunteers).

Hours full time Director x Rate _____ =

\$ <u>40,000</u>

- b. Cost of Program Coordination (total hours of program coordination times hourly rate of coordinator(s). This section should include coordination of staff, compiling statistics, job description preparation, volunteer placements and recognition, etc.

included in #a.

JUL 31 1998

Total Enrollment, Hours, and Reimbursement
From 07/01/1997 through 06/30/1998
printed on 07/30/1998, page 1

2,214 Number of volunteers enrolled at the end of the period.
1,411 Number of volunteers actively serving during the period.
312 Number of volunteers enrolled during this period.
145 Number of volunteers inactivated this reporting period.
167 Total net gain of volunteers.
(negative number indicates a net loss.)
367,545.13 Total volunteer hours served during this period.
0.00 \$ Value wage for hours served during this period.

Hours _____ x Rate _____ =

\$ n.a.

- c. Other program costs (volunteer Training materials/supplies, recognition costs, etc.):

Item
materials - 10,000
Brunch - 12,000

Cost

TOTAL OF OTHER PROGRAM COSTS =

\$ 22,000

- d. TOTAL OF VOLUNTEER PROGRAM COST =
(add 4a, 4b, and 4c)

\$ 62,000

5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

- | | |
|--|------------------------|
| a. Total Dollar Benefits of Volunteers, Item 2d (Page 2) | \$ <u>5,050,068</u> |
| b. Total of Donations to Volunteer Program, Item 3 (Page 2) | \$ <u>12,450</u> |
| ADD a + b | \$ <u>5,062,518.00</u> |
| c. Subtract Total of Volunteer Program Costs, Item 4d (Page 3) | (\$ <u>62,000</u>) |
| TOTAL PROGRAM BENEFIT | \$ <u>5,000,518.00</u> |

6. **RECRUITING:**

Please describe your recruiting programs: SD Union monthly notice,
County Television Network, Senior newspapers,
word of mouth

7. **SPECIAL VOLUNTEER PROGRAM ACTIVITIES/ACHIEVEMENTS:**

Please describe any special activities and/or achievements your program was involved in during the period of this report:

SD county Volunteer of the Year, Volunteer of the Month
presentation at National Points of Light Conference 6/98
SD Proclamation - Sunshine Brunch Day - 6/24/98

8. **VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 1998-99:**

Please describe your program goals. Include activities, number of volunteers, recruitment, training, recognition and other goals:

(see attached)

9. **GENERAL INFORMATION:**

Name of Person Completing Report: Jean Stein

Phone Number: 694-5119 Mail Stop W433 E-Mail jsteinsa

RSVP
Volunteer Coordinator: Jean Stein

Phone Number: _____ Mail Stop _____ E-Mail _____

10. **DEPARTMENT CERTIFICATION:**

DEPARTMENT HEAD SIGNATURE

DATE

6/98 – for County Use of Volunteers

RSVP identifies Community Needs:

1. We have identified 4 of the National Senior Service Corps Issue Areas as Priority Community Needs for RSVP in San Diego county for the next Grant Period - 7/98 - 6/99.

PUBLIC SAFETY -

San Diego identifies Public Safety as a key issue through the assessment of attitudes of citizens...phone calls to law enforcement agencies, success of current volunteer patrol programs and increased community interest in citizen participation.

Every city and county district has developed some volunteer citizen assistance program for public safety and a few communities have volunteer fire safety programs as well.

Elder Abuse has been identified as an under-reported crime nationally and locally. With more dependant adults and elderly in our community, the problem can only increase unless reporting of suspected abuse and prosecution of the abusers increase. In San Diego, a designated District Attorney has successfully prosecuted more elder abuse cases in the last 3 years than anywhere in California. His cases rely on citizen reports to Adult Protective Services at AAA and these reports frequently come from RSVP volunteers.

Our older citizens living in homes they can no longer maintain need improvements in security and safety measures.

HUMAN NEED SERVICES -

Area Agency on Aging is very aware of the growth of Senior needs. The fastest growing segment of our population nationally and locally is the "over 60" segment. They often live alone with few family members and friends nearby. Their needs cluster in areas of personal care and home/household care, and they don't know where to go for assistance.

Welfare Reform included much citizen participation in the last year and a half while San Diego county developed a plan to bring community services to welfare families and develop job training opportunities while protecting and caring for the children.

EDUCATION -

San Diego has the Rolling Reader program which has demonstrated the effectiveness of older persons in the classroom working one on one with young students. Tutoring programs and a very novel 10 Friends also demonstrated the importance of intergenerational programs for education.

In San Diego, we have many children needing special attention to keep them from falling behind in the critical early grades defined by America Reads. Multilingual classrooms include our new immigrants from Somalia, Russia, Southeast Asian countries as well as our soon-to-be-majority Hispanic population. Educational resources including RSVP volunteers in the classrooms are needed for the kids at risk.

Service Learning is a collaborative opportunity in San Diego. RSVP has participated with USD - University of San Diego, a private university and with NCCCC - National Civilian Community Corps and with San Diego Public Schools. Students assist Seniors in AAA programs providing senior services and RSVP volunteers work in classrooms on Service Learning projects.

HEALTH/NUTRITION -

Reorganization of the San Diego County Health Department to provide full-spectrum services - a one-door approach will need volunteers to assist families through the system. Managed health care is the only choice for more than 70% of our population and for many that means less care. Healthcare consumers need education and advocacy. Trained volunteers can be utilized as educators and advocates. The goal of the new Health and Human Services Agency in San Diego is to provide healthcare to meet all the health needs of families in a interrelated system.

Adequate health care for older adults in San Diego requires special advocacy in long term care and indementia care. Trained volunteers are needed in hospitals especially where there are no ombudsman services.

In San Diego, AAA administers a questionnaire to Seniors in the county to ascertain attitudes about Senior problems - Crime is always identified although the actual crime statistics indicate that Seniors are less likely to be victims. The devastating effect of crime on an older person is the element that makes ANY crime a very impactful event. With the growth of our elderly population in San Diego there is the potential for victimization, especially Elder Abuse. The demographics indicate more elderly living longer, living trailer need services brought to the home.

The Public Safety issue continues to be most critical. Independence in Senior years has always been a high priority for AAA. Safety/Fire Prevention/ Accident Prevention may keep our elders safe in their own homes longer, especially when the outreach is done by other Seniors through RSVP. Issues of household security and self-neglect can be monitored by RSVP volunteers during the home visits which are increasing every month

For Human Needs Services, companionship especially for the increasing number of isolated elderly residents of San Diego county is an obvious need. Elderly and family members of homebound elderly will call our office with queries about visitors to help lift depression and the actual physical deterioration that often accompanies withdrawal. AAA has participated in the local Christmas in April home rehabilitation program for 3 years. RSVP volunteers spend one Saturday working on homes owned by elderly to make them habitable. Programs in the county offering home repairs are overwhelmed with calls for assistance. We are aware of a great need to keep older county residents safe in their homes. Senior Centers offer nutritionally balanced meals to Seniors 60 and over in centers throughout San Diego county (in remote areas also) through contract with AAA. Our RSVP volunteers participate in two ways...many need the meal and provide volunteer service at the centers in exchange for the meal. These Seniors are able to maintain their health and continue to live in the community through the meal program and the benefits of voluntarism.

For Education the countywide needs tutors in the lower grades reflect a national need and national commitment to ALL of our children learning to read by the fourth grade. America Reads applies in San Diego to our multicultural school population as well as to the national situation of children from one parent families with little time at home for schoolwork. Our RSVP tutors have many anecdotal specifics of children who became motivated students after one semester with a special volunteer friend reading with them in class.

For Health and Nutrition, In the past few years San Diego county has assessed health services and the delivery of these services using a community task force model. Many of us, as county employees participated on committees to discuss needs and service delivery and ALWAYS the use of volunteers was a key element in future planning because of the increased demand and decreased financial capacity. Volunteers as advocates and ombudsmen to get people through a complex system. Volunteers to provide information and some direct services. Volunteers as traditionally utilized in hospitals and long term care facilities. Volunteers in new roles as cuddlers for babies born drug-addicted and as search patrol for wandering Alzheimer's victims.

Traditional nutrition services such as Meals-on-Wheels will continue to expand due to Senior population growth and better assessment of nutritional needs with comparable special meals - diabetic, low sodium,

COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 1997 - JUNE 30, 1998

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1. DEPARTMENT/COURT INFORMATION:

Department/Court: San Diego Volunteers for AAA
Division/Unit: Area Agency on Aging

2. VOLUNTEER PROGRAM BENEFITS:

- a. GENERAL VOLUNTEER (this section should include community volunteer, student intern, groups, corporations, etc.)

No. Vol. 21 Hours 682 x \$ 13.74 = \$ 9,370.68

Types of work performed by GENERAL VOLUNTEERS in this category: _____

- b. INSTITUTIONAL VOLUNTEER (this section should include court referrals, honor camp inmates, PIC/RETC, GAIN, etc.)

No. Vol. _____ Hours _____ x \$ _____ = \$ _____

Types of work performed by INSTITUTIONAL VOLUNTEERS in this category: _____

- c. SPECIALIZED VOLUNTEERS (this section should include utilization of Special Volunteers in positions requiring specific skills and/or expertise levels, for example, an attorney, physician, sports figure or celebrity. These specialized positions have verifiable compensation levels (VCL). If you have such a volunteer, please indicate the position, hours and compensation level below.

Position	Hours	x	VCL	=	Dollar Benefit
_____	_____	x	_____	=	\$ _____
_____	_____	x	_____	=	\$ _____
_____	_____	x	_____	=	\$ _____
_____	_____	x	_____	=	\$ _____
_____	_____	x	_____	=	\$ _____

No. Vol. _____ Total Hours _____ Total Value \$ _____

Types of work performed by SPECIALIZED VOLUNTEERS in this category: _____

d. TOTALS OF DEPARTMENT VOLUNTEERS (from above):

	<u>No. of Volunteers</u>	<u>Hours</u>	<u>Dollar Benefit</u>
2a:	<u>744</u>	<u>1682</u>	\$ <u>9,370.00</u>
2b:	_____	_____	\$ _____
2c:	_____	_____	\$ _____

TOTALS: _____ \$ _____

3. DONATIONS TO VOLUNTEER PROGRAM:

Please list all donations to the department's Volunteer Program including monetary donations and tangible/intangible items. Items such as computers, air time, transportation, books, etc. Please assign a fair market value to each and add to the total value of the donations section.

<u>Item Donated</u>	<u>Value</u>	<u>Item Donated</u>	<u>Value</u>
_____	\$ _____	_____	\$ _____
_____	\$ _____	_____	\$ _____
_____	\$ _____	_____	\$ _____

TOTAL VALUE \$ _____

4. VOLUNTEER PROGRAM COSTS:

- a. Cost of Direct Supervision of Volunteers (total hours of direct supervision times hourly rate of staff person(s) directly supervising program volunteers.

Hours _____ x Rate _____ = \$ _____

- b. Cost of Program Coordination (total hours of program coordination times hourly rate of coordinator(s). This section should include coordination of staff, compiling statistics, job description preparation, volunteer placements and recognition, etc.

Training 12 x 27.82 = 333.84
 Travel 13 x 54.90 = 714.75
 Materials 41 x 6.21 = 254.81
 Supplies 17 x 12.73 = 216.41
 Hours/Day 30 x 31.54 = 946.20

Hours/Day 30 x 31.54 = 946.20

\$3,165.84

11/10/13

c. Other program costs (volunteer Training materials/supplies, recognition costs, etc.):

Item _____
 Supplies: PPE, PPE, PPE

Cost _____

TOTAL OF OTHER PROGRAM COSTS

=

\$165.00

d. TOTAL OF VOLUNTEER PROGRAM COST = (add 4a, 4b, and 4c)

\$3,330.84

5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2)

\$9,370.68

b. Total of Donations to Volunteer Program, Item 3 (Page 2)

\$

ADD a + b

\$9,370.68

c. Subtract Total of Volunteer Program Costs, Item 4d (Page 3)

(\$3,330.84)

TOTAL PROGRAM BENEFIT

\$6,039.84

6. **RECRUITING:**

Please describe your recruiting programs:

2018
ADHA Bulletin / mass community
wide, mass e-mail announcement

7. **SPECIAL VOLUNTEER PROGRAM ACTIVITIES/ACHIEVEMENTS:**

Please describe any special activities and/or achievements your program was involved in during the period of this report:

CHSD Leadership group ADHA Presentation / SAC
Regency Summit
Regional Health Care A/C

8. **VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 1998-99:**

Please describe your program goals. Include activities, number of volunteers, recruitment, training, recognition and other goals:

9. **GENERAL INFORMATION:**

Name of Person Completing Report:

Nancy Erb

Phone Number: 495-5425 Mail Stop W433 E-Mail _____

Volunteer Coordinator: none

Phone Number: _____ Mail Stop _____ E-Mail _____

10. **DEPARTMENT CERTIFICATION:**

DEPARTMENT HEAD SIGNATURE

DATE

In addition to these 2 reports from Area Agency on Aging:

Add 100 Long Term Care Ombudsman volunteers

for approximately 6 hrs/wk X 52 wks = 3120 hrs/yr

valued at \$42,869

for additional information, contact Carol Ferrin – 505-6322

COUNTY OF SAN DIEGO
VOLUNTEER REPORT FORM
PERIOD JULY 1, 1997 - JUNE 30, 1998

1. DEPARTMENT/COURT INFORMATION:

Department/Court: AAA

Division/Unit: OMBUDSMAN PROGRAM

2. VOLUNTEER PROGRAM BENEFITS:

- a. GENERAL VOLUNTEER (this section should include community volunteer, student intern, groups, corporations, etc.)

No. Vol. 91 Hours 9,244.17 x \$ 12/HR = \$ 110,930

Types of work performed by GENERAL VOLUNTEERS in this category: _____

Long Term Case Resident Advocates

- b. INSTITUTIONAL VOLUNTEER (this section should include court referrals, honor camp inmates, PIC/RETC, GAIN, etc.)

No. Vol. _____ Hours _____ x \$ _____ = \$ _____

Types of work performed by INSTITUTIONAL VOLUNTEERS in this category: _____

- c. SPECIALIZED VOLUNTEERS (this section should include utilization of Special Volunteers in positions requiring specific skills and/or expertise levels, for example, an attorney, physician, sports figure or celebrity. These specialized positions have verifiable compensation levels (VCL). If you have such a volunteer, please indicate the position, hours and compensation level below.

<u>Position</u>	<u>Hours</u>	x	<u>VCL</u>	=	<u>Dollar Benefit</u>
_____	_____	x	_____	=	\$ _____
_____	_____	x	_____	=	\$ _____
_____	_____	x	_____	=	\$ _____
_____	_____	x	_____	=	\$ _____
_____	_____	x	_____	=	\$ _____

No. Vol. _____ Total Hours _____ Total Value \$ _____

Types of work performed by SPECIALIZED VOLUNTEERS in this category: _____

d TOTALS OF DEPARTMENT VOLUNTEERS (from above):

No. of Volunteers	Hours	Dollar Benefit
2a: _____	_____	\$ _____
2b: _____	_____	\$ _____
2c: _____	_____	\$ _____

OMBUDSMAN TOTALS: 91 9,244.17 \$ 110,930

3. DONATIONS TO VOLUNTEER PROGRAM:

Please list all donations to the department's Volunteer Program including monetary donations and tangible/intangible items. Items such as computers, air time, transportation, books, etc. Please assign a fair market value to each and add to the total value of the donations section.

Item Donated	Value	Item Donated	Value
<u>CONTRIBUTIONS</u>	<u>\$ 430</u>	_____	\$ _____
<u>SU NAMANO</u>	<u>\$ 936.55</u>	_____	\$ _____
<u>TEACHING CLASS</u>	<u>THROUGH SAN DIEGO</u>	_____	_____
<u>COMMUNITY COLLEGE DIST.</u>	_____	_____	_____
		TOTAL VALUE \$ 1366.55	

4. VOLUNTEER PROGRAM COSTS:

- a. Cost of Direct Supervision of Volunteers (total hours of direct supervision times hourly rate of staff person(s) directly supervising program volunteers).

Hours 832 x RATE 17/HR = 14144

(P 40% of position
Volunteer Coordinator)

- b. Cost of Program Coordination (total hours of program coordination times hourly rate of coordinator(s)). This section should include coordination of staff, compiling statistics, job description preparation, volunteer placements and recognition, etc.

10% Ann's position (Manager)
40% Paul's (Coordinator)

Hours 1040 x Rate 22/HR =

\$ 22,880

- c. Other program costs (volunteer Training materials/supplies, recognition costs, etc.):

Item

MEMBERSHIPS

TRAVEL & MILEAGE

TRAINING FOR STAFF

POSTAGE

PRINTING

BOOKS

Cost

475.

17,000

480

3,400

1,400

500

SOFTWARE OTHER PROGRAM COSTS

\$ 31,700

TELEPHONE 1200

EQUIPMENT 1400

SUPPLIES 3100

- d. TOTAL OF VOLUNTEER PROGRAM COST =
(add 4a, 4b, and 4c)

\$ _____

5. NET BENEFIT TO DEPARTMENT FROM VOLUNTEER PROGRAM:

a. Total Dollar Benefits of Volunteers, Item 2d (Page 2) \$ _____

b. Total of Donations to Volunteer Program, Item 3 (Page 2) \$ _____

ADD a + b \$ _____

c. Subtract Total of Volunteer Program Costs, Item 4d (Page 3) (\$ _____)

TOTAL PROGRAM BENEFIT \$ _____

Donated
from State

6. **RECRUITING:**

Please describe your recruiting programs: Press releases to newspapers & community publications, public service announcements TV & radio, speaking to community groups, churches, community college.

7. **SPECIAL VOLUNTEER PROGRAM ACTIVITIES/ACHIEVEMENTS:**

Please describe any special activities and/or achievements your program was involved in during the period of this report:

8. **VOLUNTEER PROGRAM GOALS FOR FISCAL YEAR 1998-99:**

Please describe your program goals. Include activities, number of volunteers, recruitment, training, recognition and other goals:

Increase # of volunteers in program, visit 109 skilled nursing homes & intermediate care facilities at least 2x each mo. Visit each of 501 Residential Care facilities at least 2x. One of the visits being an annual assessment.

9. **GENERAL INFORMATION:**

Name of Person Completing Report: CAROL FERRIN

Phone Number: 505-6322 Mail Stop W 433 E-Mail _____

Volunteer Coordinator: SAME AS

Phone Number: _____ Mail Stop _____ E-Mail _____

10. **DEPARTMENT CERTIFICATION:**

DEPARTMENT HEAD SIGNATURE

DATE